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FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY
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KUBANG PASU DISTRICT COUNCIL

PRACTICAL TRAINING REPORT

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2013201868

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CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT
BY THE SUPERVISOR

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I have reviewed the final and complete practical training report and approve the submission of this report for evaluation.


(Signature)

THE DECLARATION

Declaration

I hereby declare that the work contained in this research proposal is original and our own except those duly identified and recognized. If I are later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

Signed.



NUR SYAFINAZ BINTI ISHAK

ACKNOWLEDGEMENT

I would like thank to Allah, God Almighty without whose blessing I will not have successfully completed this project.

My grateful thanks to Mr Fairuz Hidayat as my lecturer that take responsibility for this internship training because he really hard worked to make sure that my internship place was accepted. I thank him from the bottom of my hearts for being there in our moments of need.

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CHAPTER 1

ORGANIZATIONAL BACKGROUND

1.0 INTRODUCTION

During the semester break, all students in semester five of Bachelor in Administrative Science (Hons.) or AM228 of UiTM Samarahan, Sarawak are required to attend a practical training. The students will do their practical training with the organization that have been choose or decided by the students themself. In order to complete this subject, I decide to choose Kubang Pasu District Council, Jitra, Kedah as the host organization for my practical training, starting from 20th January 2016 until 16th March 2016. For this practical training, I was provided with the logbook to record any task or works that have been done during this period of practical training.

1.1 INTRODUCTION OF THE ORGANIZATION

Kubang Pasu District Council (Majlis Daerah Kubang Pasu or MDKP) is a governing local authority establish for the purpose of administering the district of Kubang Pasu which cover 21 areas. The name of Kubang Pasu District Council is the changing from the Kubang Pasu District Local Authority Council. It has

been change in the year of 1989 after being approved under Section 3 of the Local Government Act 1976 (Act 171).

The location of Kubang Pasu District Council is situated to the up north of the State of Kedah Darul Aman. Kubang Pasu District Council is also boundary with the country of Thailand to the north, the Padang Terap District to the east, the Alor Setar District to the south and the state of Perlis Indera Kayangan and the Malacca Straits to the west.

1.2 OBJECTIVES OF THE ORGANIZATION

A specific result that a person or system aims to achieve within a time frame and with available resources. Objectives are basic tools that underline all planning and strategic activities. They serve as the basic for creating policy and evaluating performance. Objectives are very important and all organization needs to develop their own objectives. In Kubang Pasu District Council, there are some objectives that had been developed as listed below:

- To provide and control the business advertisement and hawkers.
- To plan and supervise the development inclusive of providing research, structural plans and local plans.
- To regulate, encourage and aid the development of towns or new township that are identified in having potential and competitiveness.
- To administer the buildings, advertisement and bill boards.

- To supervise solid waste disposal and town sanitation.
- To upgrade the management and cleanliness of the environment.
- To upgrade and to beautify the surroundings.
- To improve and upgrade the basic amenities of the residents.
- To encourage the growth of economic activities and competitiveness.
- To provide, manage and maintain the infrastructure facilities.
- To manage and administer the traffic system in the area of administration.
- To provide the public facilities such as the wet market, stall, hall, sport complex, recreational park, bus stops and library.
- To impose the Assessment Tax to the owner of the property through a policy that is friendly and fair
- To strive to realizing having a harmonious and pleasant town life.

1.3 VISSION

The vision of Kubang Pasu District Council is to be the excellent municipal agency in Malaysia in the year 2020.

1.4 MISSION

The mission of this organization is driving the transformation of urban services commitment that based on the innovation with integrity towards creating

a municipal service that are clean and beautiful, prosperous and safe for welfare of resident in district of Kubang Pasu.

1.5 OFFICIAL SYMBOL

There are the symbols that represent the district of Kubang Pasu.

1.5.1 Flag and logo



Figure 1.1 the Official Logo of Kubang Pasu District Council



Figure 1.2 Kedah State Emblems

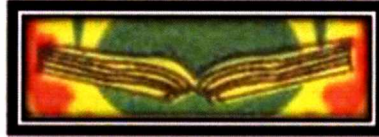


Figure 1.3 The book represent District of Kubang Pasu is an area of education such as Kedah Matriculation College, Northern University of Malaysia (UUM), Integration School and Mara Junior Science College (MRSM).

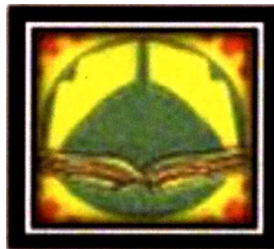
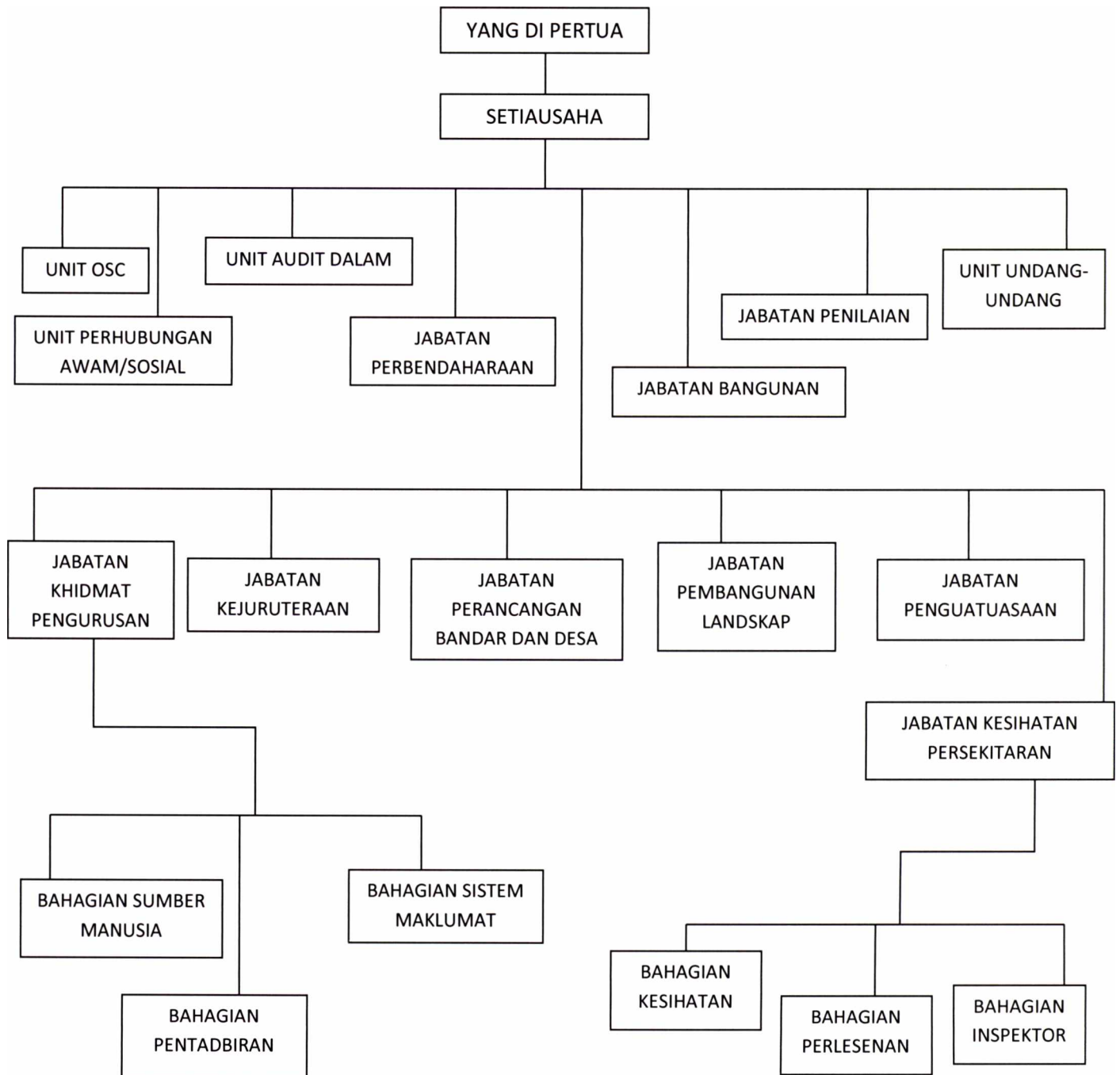


Figure 1.4 District of Kubang Pasu is famous for its pomelo

1.6 ORGANIZATIONAL CHART

This is the organizational chart of the Kubang Pasu District Council.



1.7 CLIENT CHARTER

Kubang Pasu District Council have divided their client charter according to the unit which are:

1.7.1 Client Charter of Legal Unit

- To ensure clear and accurate legal advice to complete questions or issues to the department within one week from the date of receipt.
- To ensure clear and accurate advice and information about the law to complete oral questions or issues by the public within 30 minutes.
- To ensure that legal action is taken from the date of receipt of a complete case file.
- To ensure agreement review is made within 2 weeks

1.7.2 Client Charter of Enforcement Division

- To ensure action is taken for each public complaint within 2 days (working days).
- To ensure demolition work of illegal construction carried out within 7 days after expiry of the notice period.
- To ensure seized good can be returned within 24 hours after the payment is made.

1.7.3 Client Charter Planning Division

- To issue the decision on a complete planning application within the following time period:
 - Large scale project (6 months)
 - Other project (3 month)
- To issue the decision on a complete application to name areas and streets within 30 working days.
- To issue the decision on a complete application to extend the planning permission period within 30 working days.

1.7.4 Client Charter of Project Unit

- All complaints on damage to infrastructure and public amenities will be taken initial action within one (1) week.
- All completed applications for approval of street lighting plans on housing schemes that complies with TNB regulations will be given approval within one (1) month.

1.7.5 Client Charter of Valuation Division

- Uncertainties about tax assessment will be resolved within 24 hours upon receipt of complaint.

- Completed transfer of ownership forms (Form J / J) will be processed within ½ hour.
- Vacant building applications will be resolved after being informed (3 days).
- Demolished / collapsed building applications will be resolved after being informed (3 days).

1.7.6 Client Charter of Public Relation Division

- Each complaint will be resolved within 1-21 working days (for complaints that do not involve financial allocation).

1.7.7 Client Charter of Administrative Division

- To process leave applications for permanent / contract / part-time staff within 2 days from the date of application.
- To meet complete application for stationery items from the divisions within 2 working days.
- To prepare call to meetings for council meetings within 7 days before the date of the meeting.
- To reply immediately to correspondence pertaining to the council administration within 3 days.

CHAPTER 2**SCHEDULE OF PRACTICAL TRAINING****2.0 INTRODUCTION**

In this chapter 2 of practical training report, it will summarize the daily activities and tasks in the Kubang Pasu District Council which was being recorded in the daily book given to the students. Here, the description of the job and tasks executed throughout training will be explained in this chapter.

2.1 TABLE OF DAILY ACTIVITIES AND TASKS DONE BY WEEK**2.1.1 Week 1 (20th - 21th January 2016)**

BIL	DATE/DAY	SCHEDULE OF ACTIVITIES
1.	20/1/2016 (Wednesday)	<ul style="list-style-type: none">➤ Reporting on duty at 8.00 am at Kubang Pasu District Council.➤ Briefly meeting with Kubang Pasu District Council officer, Encik Sobri bin Awang regarding the practical training, the rules and regulation that I need to be follow.➤ I was given the punch card that will record the daily

		<p>time I enter and leave the office.</p> <ul style="list-style-type: none"> ➤ The verification form needs to be faxed to UiTM Samarahan for verification of attending internship with the organization. ➤ After discuss, I have been decided to be places at “Bahagian Sumber Manusia” where I will do my internship. This is under “Jabatan Khidmat Pengurusan”. ➤ Ice breaking with all staff in that department. ➤ On the first day, with the help from staff at this department, I have learn on how to key in data about the leave that have been applied by the permanent staff into the “Sistem Kemasukan Input Awam” in the Microsoft Excel by referring to Government Service Book.
2.	21/1/2016 (Thursday)	<ul style="list-style-type: none"> ➤ The staff at the Human Resources Department have assign me to: <ul style="list-style-type: none"> ✓ Key in the data on the application of leaves of the permanent staff into the “Sistem Kemasukan Input Awam” in the Microsoft Excel by referring to Government Service Book. In this system, I need to insert the name of the staff,

		<p>identification card, date they start their service and their first grade when they enter in the organization. The system will automatically show how many days of leaves that are given to the staff on the certain years. I need to record the leaves and “Gantian Cuti Rehat” (GCR) that staff applied from the first year they start their services. Then the system will automatically calculate the cumulative GCR throughout working years.</p> <p>✓ Write about the rest day, sick leaves and unrecorded leaves which are replacement leaves or seminar leaves that have been taken in the year of 2015 of every staff in the Government Service Book. I need to record in this book whether they take rest days, sick leaves or unrecorded leaves and also the date and how many days they take the leaves. For the rest day and unrecorded leaves, I have been told to use the black pen and for the sick leaves, I need to record in that book by using the red pen. After that, I need to record how many</p>
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		<p>leaves that available for the year of 2016 that is by adding the balance of leaves on the previous years and the leaves that was given to the staff in the year 2016. The leaves per year for every staff are different because it is according to the rank.</p>
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2.1.2 Week 2 (24th – 28th January 2016)

BIL	DATE/DAY	SCHEDULE OF ACTIVITIES
1.	24/1/2015 (Sunday)	➤ Thaipusam Break
2.	25/1/2016 (Monday) ↓ 28/1/2016 (Thursday)	➤ In this week, I need to continue key in the data on the application of leaves of the permanent staff into the “Sistem Kemasukan Input Awam” in the Microsoft Excel by referring to Government Service Book. This system requires me to insert the name of the staff, identification card, date they start their service and their first grade when they enter in the organization. This system will automatically show how many days of leaves that are given to the staff on the certain years. I need to record

		<p>the leaves and “Gantian Cuti Rehat” (GCR) that staff applied from the first year they start their services. Then the system will automatically calculate the cumulative GCR throughout working years.</p> <p>➤ Since in the leaves section of the Government Services Book for every staff in this organization not been updated yet for the year 2015, I have been given the responsibility by my supervisor with helping from staff in Human Resources Department to update the Government Services Book. I need to write in that book about the rest day, sick leaves and unrecorded leaves which are replacement leaves or seminar leaves that have been taken in the year of 2015 of every staff in the Government Service Book. I must record whether they take rest days, sick leaves or unrecorded leaves and also the date and how many days they take the leaves. Black pen for the rest day and unrecorded leaves, and red pen for the sick leaves. After that, I need to record how many leaves that available for the year of 2016 that is by adding the balance of leaves on the previous years and the leaves that was given to the staff in the year 2016. The leaves per years of every staff are different</p>
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		<p>because it is according to the rank.</p> <p>➤ My supervisor have assign the staff at the counter services to teach me on how to being the receptionist and operator. I have learned on how to pick up and answer the telephone from outside or inside the organization. I need to know the direct line of every department or unit in the organization to ease me to pass the line to the department or unit. It is important for me to know the direct line and task or activities of every department or unit in that organization because to avoid mistake in passing the line. For example, if the caller wants to make a complaint, I need to pass the line to the public relation unit. I also have learn on how to interact and communicate with the customer or public that comes to the organization to ask about the certain matter and to pay the assessment tax, buy tender, rent the retail area and etc.</p>
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2.1.3 Week 3 (31 January 2016 – 5th February 2016)

BIL	DATE/DAY	SCHEDULE OF ACTIVITIES
1.	31/1/2016 (Sunday)  4/2/2016 (Thursday)	<ul style="list-style-type: none"> ➤ For this week, I need to finish my task which is to key in the data on the application of leaves of the permanent staff into the “Sistem Kemasukan Input Awam” in the Microsoft Excel by referring to Government Service Book. I need to insert the name of the staff, identification card, date they start their service and their first gred when they enter in the organization. The system will automatically show how many days of leaves that are given to the staff on the certain years. I need to record the leaves and “Gantian Cuti Rehat” (GCR) that staff applied from the first year they start their services. Then the system will automatically calculate the cumulative GCR throughout working years. ➤ I still need to update the Government Services Book in the leaves section for the years of 2015. I need to write in that book about the rest day, sick leaves and unrecorded leaves which are replacement leaves or seminar leaves. I need to record in this book whether they take rest days, sick leaves or unrecorded leaves and also the date and how many days they take the

		<p>leaves. For the rest day and unrecorded leaves need to writhe with black pen and for the sick leaves is red pen.</p> <p>I also must calculate and record the leaves balance from the previous year and need to calculated the total leaves that the staff have for the current year after adding the balance with the current year leaves that he or she get.</p> <ul style="list-style-type: none"> ➤ Re-check the file that contains works application form in this organization to ensure there is the same candidates apply for the more than 1 position and to ensure that the application form is place in the right file. ➤ On duty at the service counter because the officer in charge takes the emergency leaves. I need to answer make the call if there is request from the superior and staff of this organization for the business or office matter. I will passing the line to the unit or department for the matter that under their responsibilities or give the direct line because the line is under maintenance. ➤ I also have the responsibilities to guide the customer or public that comes to this organization to settle their business. ➤ Update the personal file by putting the copy of the examination slip for the staff that takes the examination.
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		<p>Any letter or copies that have been put the file need to be inclose which means need to record every single letter that have been put in the file.</p> <p>➤ I need to make the Government Services Book for the contract staff that still does not have that book. I get their personal information through their personal file. In Government Service Book, I need to write their name, identification card, religious and date of birth by using pen and the person that related to this staff or can be contact if something happened to the staff by using pencil. It is the requirements from the governments to use the pencil for this section.</p>
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2.1.4 Week 4 (7th – 11th February 2016)

BIL	DATE/DAY	SCHEDULE OF ACTIVITIES
1.	7/2/2016 (Sunday)	<p>➤ In this week, I have been fully on duty at the service counter. I need to answer make the call if there is request from the superior and staff of this organization for the business or office matter. I will pass the line to the unit or department for the matter that under their responsibilities.</p>



	11/2/2016 (Thursday)	<ul style="list-style-type: none"> ➤ I also need to answer the questions from the public that come to the organization for certain matter. I need to greet them and answer their question properly to avoid given the wrong information. I also need to show and tell the public or customer what is the department or unit they need to refer because some of them do not know which unit or department they need to refer for their matter. If the information is wrongly given, it will affect the reputation of the organization.
2.	8/2/2016 (Monday) ↓ 9/2/2016 (Tuesday)	<ul style="list-style-type: none"> ➤ Chinese New Year Break


2.1.5 Week 5 (14th – 18th February 2016)

BIL	DATE/DAY	SCHEDULE OF ACTIVITIES
1.	14/2/2016 (Sunday) ↓	<ul style="list-style-type: none"> ➤ I need to make the Government Services Book for the contract staff that still does not have that book. I get their personal information through their personal file. In

	<p>18/2/2016 (Thursday)</p>	<p>Government Service Book, I need to write their name, identification card, religious and date of birth by using pen and the person that related to this staff by using pencil.</p> <ul style="list-style-type: none"> ➤ Separating the application forms of candidates who have been successful and that have been choosing in the interview to become the staff whether permanent or contract in this organization which was held last week. All of the successful candidates form will be put in one file but I arranged it according to their position that they get. ➤ Record the date and payment that need to pay for the treatment that the staff get from the panel clinic which are recognize by the organization in the medical file for the month of January. There are 2 panel clinics for the Kubang Pasu District Council that is “Poliklinik Perubatan Kubang Pasu” and “Klinik Doktor Adenan Osman” and there have 1 file for each of the panel clinic. In the file, it was listed the all name of the staff in this organization. I need to record the staffs that get the treatment at these two clinics by referring to the medical record that was sent by these clinics. ➤ Write on the “kursus” and seminars that have been
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		<p>attended by the staff in the Government Service Book and it must be writing by using the black pen. It must state how many days they attend the seminar and where the seminar is held.</p> <ul style="list-style-type: none">➤ I also need to record the changing of income statement of the staff or officer in this organization in the Government Service Book by using the black pen. The copy of the changing of income statement need to be put in their personal fail.➤ I need to arrange the copies of meeting minutes for the 20 sets. It is for the meeting that will be held at the Bandung, Indonesia.➤ I have been assign to prepare the personal file for every new staff. Every staff has their identification number in the organization. At the front of the file, I need to cop their number and write their name, and their position.➤ Calculated the total overtime for the staff that doing the overtime and summit the overtime form to claim for their overtime. I need to calculate check how many hours they do the overtime so that it will be equivalent to the amount that they want to claim.
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2.1.6 Week 6 (21- 25th February 2016)

BIL	DATE/DAY	SCHEDULE OF ACTIVITIES
1.	21/2/2016 (Sunday)	<ul style="list-style-type: none"> ➤ Record and update the letter from the organization to the staff or from the staff to the organization in the personal file. I need to find the personal file in the drawer that keeps all the staff's personal file. Every letter or copy of documents that related to the staff need to be keep in their personal file. ➤ I need to record the copy of letter from the Kubang Pasu District Council to the other organization and letter from the other organization to the Kubang Pasu District Council. The letter must be place in the certain file according to the type of letter. For example, if there is a letter from the "Pejabat Setiausaha Kerajaan Negeri" it will be put in the "SUK" file. ➤ I need to help the staff to tidy up the file room. The entire file was placed in the file room. The file was arranged according to the type. When doing this, we practice the 5S that are sort, set in order, shine, standardize and sustain.
	 25/5/2015 (Thursday)	


		<ul style="list-style-type: none"> ➤ I have learned on how to use the photocopy machine because I need to make a copy of the “fail meja setiausaha” which contain the duties of secretary in the district council. ➤ I record the information of new staff by using the table in the Microsoft Word. I need to record their name, address, identification card and telephone number. ➤ I also need to prepare the copy of the form that must be filling by the all new staff. Every staff will get 6 copy of different form. ➤ Prepare the personal file for every new staff. Every staff has their identification number in the organization. At the front of the file, I need to cop their number and write their name, and their position.
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2.1.7 Week 7 (28th February – 3rd March 2016)

BIL	DATE/DAY	SCHEDULE OF ACTIVITIES
1.	28/2/2016 (Sunday)	<ul style="list-style-type: none"> ➤ Update Government Services Book by record in that book the seminar that has been attended by the staff of Kubang Pasu District Council. It needs to be writing


	<p style="text-align: center;">↓</p> <p style="text-align: center;">3/3/2016 (Thursday)</p>	<p>with the black pen. Write about what is the seminar that they attend, where the seminar is held, the date and how many days.</p> <ul style="list-style-type: none"> ➤ Prepare the table file of driver grade H11. I need to write the duties of driver by using the Microsoft Word print it and give the copy of this to the new driver. ➤ I was on duty at the service counter. I need to make a call and answer the call. I will pass the line to the other department or unit if it is necessary or it is under their responsibility. I also need to interact and communicate with public faces to faces or in the line. ➤ Analyze and check the attendant record in the month of January of all staff in Kubang Pasu District Council and listed the name that always come late to work. ➤ Prepare a power point slide on the attendant record in January. I need to make a pie chart. It will show the percentage by days on how many staff comes late. ➤ Prepare the punch card (kad perakam waktu) for all staff because the thumb print system is under maintenance. Write down all the name of the staff in this organization in the punch card. After that, I need to put the entire card at the right places and arrange the card to avoid difficulties in searching their card.
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2.1.8 Week 8 (6th – 10th March 2016)

BIL	DATE/DAY	SCHEDULE OF ACTIVITIES
1.	6/3/2016 (Sunday)  10/3/2016 (Thursday)	<ul style="list-style-type: none"> ➤ Re-check the total overtime hours in one month as stated by the staff in the overtime form and the total claim for the overtime before sent it to the financial department or unit. ➤ Make the list name of the participant that participates in the “Nite Ride” program by using the Microsoft Word. ➤ I need to prepare and make the copy of table file for the staff that will attend the seminar that will be held at the Gunung Jerai. ➤ Make the list of the duties of staff according to their position because their duties are not same. I use Microsoft Word in doing this. ➤ On duty at the public relation unit. I have received the complaint from the public for example about the drainage and the matter that is on the responsibility of district council. I need to write and record their complaint and the district council will take action to the problem.

		<ul style="list-style-type: none"> ➤ List down the staff name according to their department or unit using the Microsoft Word and print it out. ➤ Receive the payment for the “Nite Ride” program from the people that will take part in this program.
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2.1.9 Week 9 (13th – 16th March 2016)

BIL	DATE/DAY	SCHEDULE OF ACTIVITIES
1.	13/3/2016  16/3/2016	<ul style="list-style-type: none"> ➤ Record and update the letter from the organization to the staff or from the staff to the organization in the personal file. Every letter or copy of documents that related to the staff need to be keep in their personal file. ➤ Receive the compliant from the public on the matter that need the district council handle and solve the problem. ➤ I was on duty at the service counter. I need to make a call and answer the call. I will pass the line to the other department or unit if it is necessary or it is under their responsibility. I also need to interact and communicate with public faces to faces or in the line.

		<ul style="list-style-type: none">➤ Receive the payment from the people that want to join program that organize by the Kubang Pasu District Council that is “Nite Ride” program.➤ I need to make the Government Services Book for the contract staff that still does not have that book. I get their personal information through their personal file.➤ Update about the promotion for the staff that get promote in their Government Service Book by using the black pen.➤ Manage the participation form of the program “Nite Ride” and put it in one file.➤ I need to complete all task that given to me before I finish my practical training and submit it to the supervisor and the staff that responsible to it.
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CHAPTER 3

ANALYSIS

3.0 INTRODUCTION

This chapter will explain the analysis of the training specifically focuses on the area of task as covered in practical training throughout the 9 weeks which is in Kubang Pasu District Council. This chapter also reflect the definition and concept and theoretical aspect, demonstration of practical aspects at the work place and how the trainee transform the knowledge gained at the workplace to reinforce understanding in the concepts learned in the class. It also includes the trainee personal experience during practical training.

3.1 FILING SYSTEM

A good filing system is developed through a basic plan. Filing system is good to be practiced as it provides an organized keeping system for files especially important files or documents. The filing system reflects the relationship of business activities through careful structuring of folders containing the records of the organization. If the filing system is well designed it allows the organization to control access more effectively and also to ensure that unauthorized users are not inadvertently granted access.

3.1.1 Definition of Filing Management

File management describe the fundamental methods the naming, sharing and handling files. According to Evans and Lindsay (2001), filing management also involves systematically classifying, coding, arranging and placing records in storage and facilitating their quick and easy retrieval when requested by a user. In the organization, the filing management practices must be filing management must be systematized based on the organization's policies, procedures, rules and regulations. The purpose of filing management is to preserve the documents, to provide quick and easy retrieval or reference, to save time in all aspect of filing and to provide safety from lost or damages of documents especially the confidential ones.

3.1.2 Categories of Filing

A well-maintained filing system allows vital information to be accessed quickly and save time. There are various types or categories of filing system that practiced by the various organization. There are three ways of filing system that can be classified which are chronological, alphabets and numerical.

The chronological filing system is a type of numeric arrangement, but dates are used as indexing units (Records & Information Management Book, Page 70). The sequence can be according to the date of receipt, or date and time of the creation of the document. The file then is arranged with the most recent record on top of the accumulation and the least recent record on the bottom.

The alphabetical filing is the very common ones and easy to understand because it does not need index or cross filing. According to Evans and Lindsay (2001), alphabets classifications consists of four specialized categories and most organizations use at least one of the categories which are based on geographic area, subject organization and individual or personal (Evans and Lindsay (2001). Geographic area is the files are classified based on the geographical places such as countries, states, districts and town. Classification based on subject is the files are classified based on subject matter of the file or document such as administration, meeting and treasurer. Organization classification is the files are classified based on the organization's name whereas classification by individual or personal is the files are classified based on individual's name.

The last category of the filing is numerical. Numerical filing is best for filing the large number of records. For the numerical filing, records are filed according to the number assigned. There are four primary ways to indicate numbers in the filing system which are numbers follow a chronological order by which additional files take the next number in the sequence, numbers follow a categorical system designated for the particular department, numbers continues the order of an existing numerical system and numbers are randomly generated. Numerical filing is used for the filing record that are numbered serially in a strict numerical order and for record the important item which are the dates.

3.1.3 Application and Reflection of Experiences

Kubang Pasu District Council is practicing the two out of the three of the categories of the filing which are chronological and numerical filing. In the Human Resources Division of Kubang Pasu District Council, the chronological order is clearly seen practiced in the term of filing any letter or documents for example the letter of the practical training from the students that apply to conduct their practical training at the Kubang Pasu District Council. The letter or documents will be kept in file according to the dates of the letter to ensure that it is easy to be referred whenever needed.

The other elements involved in the filing done by the Human Resource Division is the letter from the federal or state governments will be kept separately according to the where it come from. For example, there is the letter from the Kedah Secretary Office. It needs to be kept in the separate file from the other letter. These need to be done to avoid those letters mixing up with the other letter and it this situation will give difficulty for the staff or officer in this division to find the letter if they need to refer to that letter.

Not only that, for the staff personal file, the Human Resources Division in this organization used the numerical system. This file will be kept in the drawer in this division. The drawer was labeled according to the number of file that was placed in that. The personal file was arranged to the number from the smaller to the higher. It is to easier the staff to find the file if they have to update or kept the letter from the staff or for the staff in their personal file.

The files that have been closed will be put and kept in the file room that located in the administration division. It will be put and kept in the rack that labeled under the Human Resources Division. This is to ensure that the file from the human resources will not be mixed with the file from the other division or unit.

3.2 PUBLIC RELATION

Public relation can be defined as the practices of managing the spread of information between an individual, organization and the public. In public relations, may included the an organization or individual gaining exposure to their audience by using topics of public interest and news items that do not require direct payment. The purpose of public relations is to persuade the public, prospective customers, investors, partners, employees and other stakeholder to maintain a certain point of view about it, its leadership, products, or of political decision.

As mentioned by the authors of the book Public Relations, Lattimore, Baskin, Heiman and Toth, public relations is a leadership and management function that helps achieve organizational objectives, define philosophy and facilitate organizational change. To develop positive relationship and to create consistency between organizational goals and societal expectations, public relations practitioner need to communicate with all relevant internal and external public. Public relations practitioners develop, execute and evaluate the organizational program that promotes the exchange of influence and understanding among an organization's constituent parts and public. Public

relation involved the communication between the organization and the customer and one of the ways is through the counter services.

3.2.1 Definition of Counter Service

Counter Service or Customer Service can be define as a front-line service where the customers interact with the public officer and are provided with the various types of services often essentials ones such as the issues on the permits and licenses. At counter services, the customer able to get the services in the organization by communicates directly with the office clerk or the officer that is responsible to that. The impression the one get from counter services is thus of crucial importance as it reflects the efficiency and effectiveness of the organization which are perceived through attitude of front line officer, the response time and the services delivered. To offer quality counter services, an integrated approach which are in front of the counter and at the counter need to be adopted.

3.2.1.1 In Front of the Counter

In front of the counter means the front stage of the counter that can be tangible for customer to use. This is the places where the customer waits for the services that they want. The members of the public should be provided with the appropriate and adequate facilities that will contribute to the perception of the public towards the services of the organization. There are six facilities or equipment that must be provide by the in front of the counter:

- 1) Easy Accessibility- Counter services should be centrally located to ease the customers.
- 2) Directional Signs- Clear Directional Signs should be visible and give direction regarding location and type of services offered.
- 3) Waiting Area- The waiting area should be kept clean, well-ventilated and equipped with the comfortable visitor's chair.
- 4) Notice Board/ Magazine Racks- Organization should provide the possible reading which is the information about the service deliver by the organization.
- 5) Queuing System- The queuing system should be develop in order to prevent the dissatisfaction among the customers.
- 6) Calling System- The organization should provide the electronic machine that will call the number that has been given to the customers.

3.2.1.2 At the Counter

At the counter, the quality of services is really importance and must be delivered in properly manner. Enquiry Counter should be easily accessible and be equipped with appropriate forms, guidelines, and pamphlets regarding the services provided by the organization. The officers posted at the counter must be knowledgeable about the entire activities of the organization in order for them to provide and deliver the quality services. Not only that, the need to know about

the activities in the organization is to advise the public and help them to complete their business at the organization.

3.2.2 Application and Reflection of Experiences

Based on what we studies in the Public Relations subject, counter service is the work activities that have been directly dealing with the public. During the practical training, I have been given the task in threat the customers who comes to the Kubang Pasu District Council for their own business for example to pay the assessment tax, to buy the tender and to pay the licenses. Not all the customer known about the nature of this organization. Sometimes they have the confusion between the function of District Office and District Council. There will ask the officer that is responsible at the counter about the matter of their business whether the organization provide or not. So, I need to have the knowledge on the activities of the organization to properly answer their questions.

I also have been assign to answering the phone call from people, contractor and the state government. I also need to make the call to the certain organization if there is request from the officer from the certain unit or division in the organization. Then, I will pass the line to the unit or division that is responsible to that call.

Apart from that, when I was being at the counter, I have received the letter that is for the organization or for the staff and need to noted in the book every each of that letter. This is to prevent the loss of the letter and wrongly given to the responsible people. Therefore, counter service is the main work activities at

the Kubang Pasu District Council which is directly communicate with the other people.

CHAPTER 4

RECOMMENDATIONS

4.0 INTRODUCTION

In this chapter, it will explain and focus further about the analysis from chapter 3. This chapter will also discuss on the strength and weaknesses on the job and the organization itself in order to give the suggestion and recommendation towards improving the organization performance.

During the practical training, I have been exposed to the real working environment which is about the discipline, punctuality, focus and give fully commitment on the task given to me. This organization have the good interaction and relation with the public that can be seen through the services that they deliver and how they treat the public. Not only that, I have learnt on how the public servant interact with the public which is their client or customer and how they dealing and control with some situation that is from customer for example the customer have too many demand and do not satisfy with the delivery of services that provide by the organization.

Apart from that, this practical training can also be useful to be included in the resume for applying the job in the future. Supervisor and the staff can also be mentioned as the reference in the resume and therefore keeping the strong tie with them is necessary for supporting the resume of the student.

4.1 STRENGTH AND WEAKNESSES ANALYSIS

Strength and weaknesses is the internal analysis and are used to make the analysis of the current capabilities possessed by the organization. The strength is help to identify the area that the organization strong and weaknesses is to analyze the area that the organization lacks.

4.1.1 STRENGTH

4.1.1.1 Good Filing Management

The strength that will be discussed here is in term of the filing system. As what have been discussed in the chapter 3, filing management is the fundamental method of naming, sharing and handling files. The good filing management is important for every organization because it will indicate the good management in the organization. From what I have gain during my practical training, the Kubang Pasu District Council have good filing management. They have the special room to keep all the file and it will be kept according to the units in this organization. This is to avoid the file from the one unit will not mixed with the file from the other unit. Not only that, the file will be categorized based on numerical and chronological system. Through this system, it will be easier for the staff to find the document in the file whenever it is needed for certain purpose. Furthermore, the files that have

been closed will be safely put in the file room to avoid missing because if the staffs want to refer back to the file, it will ease them to find it.

4.2.1.2 Good Customer Relationship Management

Customer relationship management is a system for managing the organization's interaction with the current and future customer. From my view, Kubang Pasu District Council has developed good relationship with their customer where their customers are the public. It is very important for the council to have the good relationship with the public because the main reason for their existence is to serve the public because public is the voters and government can only be created when there is a support from the public. At this council, the staff has good relationship with the public and others parties that dealing with this organization. They will serve the public by using the appropriate language and manner and the public will not hesitate to dealing with the council and always satisfied with their services that provided. Besides that, developing the good relationship with public will able them to understand the problem that faces by the public and they will work to overcome the problem.

4.2.2 WEAKNESSES

4.2.2.1 Lack Of Facilities and Equipment

Equipment is the supplies or tolls needed for the special purpose. Every organization needs to have the good facilities and equipment in order for the

organization to operate effectively and efficiently. From my observation, the biggest problem that faced by the Kubang Pasu District Council is lack of needed facilities and equipment in the office. This is because the facilities or equipment needed for the usage of daily work may be too costly in nature and the organization have the difficulties to request for higher budget on buying the certain facilities or equipment because there budget allocated annually is lower and limited. This organization has lack of the photocopy machine. There is only a few of the photocopy machine in this organization that is not enough to cater the need of the staff in making the copies for the forms and important record keeping. Only in the administration unit and health unit that have the photocopy machine. The staff from other unit will come to the administrative unit or health unit to make the copies of the documents. Besides that, the fax machine only has at the administrative unit. It gives the trouble for the staff because they always dealing with the photocopy and fax machine and the task cannot go smoothly. Due to this issue, there will be problem if the machine is damage at the same time and the organization cannot operate smoothly.

4.2.2.2 Lack of Skill to Perform Task

Skill is the ability of the people to do something well and they were expert to perform the task. Some job needs the specific skill in order to accomplish it and not all people have this skill especially the technical skill. In the Kubang Pasu District Council, there are subordinates that have been assigned to

complete the job but he or she not even have the skill to do it. The top management just can force the lower management to do their job and must finish it on time without consider whether the staff have the skills to do it or not. When the person need to do the job that is under their skills, the quality of the job is low and it will affect the entire organization. Besides that, there is situation that the staffs delegate the co-worker to do their job. In the organization, not all persons have the same skill and right person need to do the right job at the right time but this is not practiced in the Kubang Pasu District council.

4.2.2.3 Lack of Cooperation between Top Management and Lower Management

Cooperation between the employer and employee is important to ensure that the organization have the good management, smoothly operated and also have the good relationship between the employer and employees. In this organization, one of the weaknesses that I have seen is lack of cooperation between the top management and lower management. There is a gap between the top management and lower management. For example, when there is a meeting conducted, only the top management and the specific person that have been selected will involved in the meeting. This cause the subordinates feel they are not important to the organization. Some of the staff complaints they have no chances to speak out their opinions and their problems in performing the tasks.

4.3 RECOMMENDATIONS

Recommendations is the section where the suggestion on how to solve and deals with the weaknesses of the Kubang Pasu District Council. It is very important for the organization to know on how to deal with those weaknesses so that it will not become the barrier for the organizations to achieve its vision, mission and objectives. Here, there are some recommendations will be given as what will be discussed below:

4.3.1 Provide more Facilities according to units

Kubang Pasu District Council should improve in allocating facilities and equipments which is needed by the staff to do their work. This is because, from my view, the number of facilities such as the photocopy machine and fax machine are not sufficient. The staff always needs to copy the documents and fax the letter to the other organizations whenever needed. But, with the insufficient number of facilities and equipments provided by the management, it will create some trouble for the staff and they also might not be able to finish their task in the allocate time. So, the organization should provide one photocopy machine to every unit in the organization. This is to ensure that the daily work of the organization can be operating smoothly and the quality of the service is good.

4.3.2 Give Training to All Staff

The main aim of the training is to improve the capability, capacity, productivity and performance of the staff. Not only that, it also give the opportunity to expand the knowledge and ability of the staff. In the organization, most of the employees have some weaknesses in term of skills in their workplaces. From my experience of doing practical at the Kubang Pasu District Council, some of their employees have no skills in doing their job and tend to delegate their task to the other person. The top management needs to know the importance of sending their staff for training because through the training, it will allow the staff to strengthen their skills. The council needs to ensure that all the staff attended the training program based on their needs. The training program should be relevant and suitable with the need of the employees and the organization. Through the training program, it will help the employees to the higher level because they have the skills, knowledge and ability. This also helps to reduce any weak links within the organization that rely heavily on the others to complete basic task and can work independently without constant help or supervision from others.

4.3.3 Encourage the Cooperation between the Top Management and Lower Management

A good relationship between the top management and lower management is important because it will affect the organization as a whole. Top management must be able to play their role to ensure the there is no gap among the

members of the organization. Based on my experience, there is gap between the top management and lower management because in any event such as meeting, not all members involved. This situation will create the gap between them because they will feel that they are not important to the organization. The top management needs to conduct the monthly meeting and call all the members of the council to attend the meeting by making it as compulsory to all the staff. Through this meeting, the staff can speak out their work problem and they also can give their opinion to improve the work activities. Besides that, the council also needs to conduct some programs such as family day, annual dinner and so on to ensure that they will know on each other and this will close the gap among them and they will feel comfortable to work together.

CHAPTER 5

CONCLUSION

5.0 INTRODUCTION

In this chapter, I will focus on the summary from Chapter 1 until Chapter 4. I also will summarize on the activities or duties that have been performed throughout the practical training in Kubang Pasu District Council.

5.1 CHAPTER 1

Kubang Pasu District Council (Majlis Daerah Kubang Pasu or MDKP) is a governing local authority established for the purpose of administering the district of Kubang Pasu which covers 21 areas. The name of Kubang Pasu District Council is changing from the Kubang Pasu District Local Authority Council. It has been changed in the year of 1989 after being approved under Section 3 of the Local Government Act 1976 (Act 171). This organization performed their function very well in order to achieve the mission, vision and objectives as a public sector who served the people within their areas. The administration system of Kubang Pasu District Council has been divided into 13 sections which are administration section, treasury section, one stop centre, enforcement section, engineering section, public health section, valuation section, auditing section, building section, public relation section, landscape development section, rural urban development section and legal section.

5.2 CHAPTER 2

Chapter 2 is about the daily schedule of the practical training. I have been exposed to the real working environment and the process of learning will be more effective when there is practical training because I can practically applying the knowledge and also the skills that have been learned. From the practical training, it gives benefits to students including exploring career interest, learning new skills and gaining work experiences. During the practical training for 8 weeks, I have been assign by my supervisor on the several tasks and I need to record my daily activities make the proper checklist on my log book from time to time to ensure there will be no mistake happened. As shown in Chapter 2, I make the schedule of the activities in the table and the task is done by week.

5.3 CHAPTER 3

Furthermore, in chapter 3, it will concentrate on the every area of task being done as covered in the practical training log book. It involves analyze the task given by the organization and discussing on the application of the theoretical aspects that have been covered in the classroom in to the workplaces within the period of practical training which being held in 8 weeks. Here, I only chose the major task that is related with the course studied which are filing management and public relation.

5.4 CHAPTER 4

In chapter 4, it is about the further analysis of the chapter 3 and I also provide the recommendation for the weaknesses in this organization. In this chapter also focus on the strength and weaknesses of the organization. The strength is good filing management and good customer relationship management while the weaknesses are lack of facilities and equipment, lack of skill to perform task and lack of cooperation between top management and lower management. The recommendations to overcome the weaknesses such as provide the facilities according to units, the organization should give training to all of their staff and encourage the cooperation between top management and lower management.

5.5 CONCLUSION

As the conclusion, after endured the eight weeks of practical training at the Kubang Pasu District Council, I have gained the great experienced that is related to the subject that have been learnt in the university. Practical training exposed the student to the real life situations in organization and related to the working environment that the students can learnt and they can be used the knowledge in the realistic ways. Through this practical training, it will help the students develop their skill and abilities that support professional studies and prepared them for work in the future. The implementation of practical training must be forwarded and expanded since it is an essential part to provide the students the opportunities to put the theory into practices.

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APPENDIX A



Kubang Pasu
Night Ride 2016
anjurkan
Majlis Daerah Kubang Pasu
Tarikh : 25 Mac 2016 (Jumaat)
Masa : 8.30 Malam
Lokasi : Dataran Bandar Darulaman Jitra

RM20
Bayaran Penyertaan
T-Shirt bagi 300 Penyertaan Pertama
Cabutan Bertuah
Goodies Bag

Borang penyertaan boleh didapati di pejabat Majlis Daerah Kubang Pasu (Mulai 28 Feb 2016 - 17 Mac 2016)
Sebarang pertanyaan, sila hubungi :
013-4304830 (Roslan) 013-2433716 (Sobri) 013-7437344 (Wan Fitri) 013-4731099 (Yana)

APPENDIX B



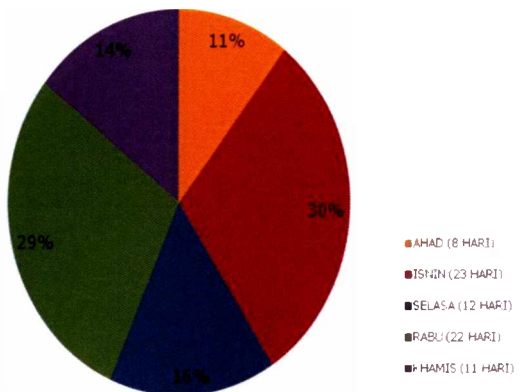
APPENDIX C

REKOD KEHADIRAN LEWAT KAKITANGAN

2016

JANUARI

PERATUS KEHADIRAN LEWAT MENGIKUT HARI



PERATUS KEHADIRAN LEWAT

